1. **PURPOSE**

A. This regulation governs the Department's ticket book accountability procedures by establishing compliance with the pertinent sections of Arizona Revised Statute (ARS) 28-1557 (Traffic Complaint Form), ARS 28-1558 (Disposition of Traffic Complaints), and ARS 28-1560 (Illegal Cancellation of Traffic Citation; Audit Citation Records).

B. This regulation also governs the procedures for the distribution and accounting of the ticket book Arizona Traffic Ticket and Complaint (ATTC) and Notice of Violation (NOV).

NOTE: Due to ATTC and NOV numbers being automatically generated and tracked within the electronic environment [records management system (RMS)], this order only applies to ATTCs and NOVs in paper format.

C. Copies of revisions to this order will be forwarded to the City Prosecutors Office, City Parks and Recreation, City Court Support Services, Juvenile Court Center (JCC), Maricopa County Hospital, and the Fire Department in addition to standard distribution within the Department.

2. **AUDIT TRAIL**

A. The City Court Management System (CMS) is designed to control the processing of ATTCs, thus establishing an audit trail for each ticket issued by the Department. This database system is shared with the Department's Court Services Detail/Citation Accountability, Fiscal Management Bureau (FMB), City Court Services, and the City Prosecutors Office.

(1) The ticket book ATTC book cover is used to create the ticket accountability record in CMS and must be entered by Citation Accountability personnel before any of the tickets from that book are issued.

(2) Final accountability for ticket book ATTC book covers is established when all tickets from the book have been processed through the City CMS database or are otherwise lawfully accounted for under the provisions of ARS 28-1558.

(3) Ticket book NOV book covers are filed by month and year issued. They are retained for two (2) years before being purged by the Citation Accountability Detail. NOVs are not entered into the CMS database.

B. Property Management Unit (PMU) Responsibilities

(1) PMU will maintain the following information pertaining to ticket book ATTCs and NOVs:

- A log of books received which will be maintained in a PMU database program
- Monitor current/adjusted stock levels and books issued
- Monitor issuing employee's name and bureau/precinct/unit
- Monitor ticket numbers issued
- Order stock ATTCs from the City Court Administration (602-262-1608) when necessary
- Complete a City Purchase Requisition for NOVs when necessary

(2) Copies of the ATTC log will be sent to Court Services Detail/Citation Accountability by PMU at the end of each month.

(3) PMU will conduct a physical inventory of the ticket book ATTCs and NOVs during the annual Automated Inventory Management System (AIMS) inventory, and any discrepancies between the physical and book inventory will be resolved.

(4) PMU will be the custodian of the log and retain copies for three (3) years.

2. C. Bureau/Precinct Responsibilities - Each bureau/precinct/unit of the Department that contains an operating element whose employees issue ATTCs or NOVs will comply with the following when utilizing ticket book ATTCs or NOVs:

(1) A requisition will be required from FMB before ticket book ATTCs or NOVs will be issued by PMU.

- An internal requisition must be signed by a lieutenant or higher ranking officer from the requesting bureau/precinct/unit.

(2) Bureau/precinct/unit commanders will provide one locked, uncongested, and secure area for retention of ticket book ATTCs and NOVs pending issue to employees.

(3) Citation Accountability Log Form 80-215D will be maintained at each bureau/precinct where ticket book ATTCs and NOVs are issued and the log will contain:

- Numbers included in the ticket book
- Date the ticket book was issued
- Name, signature, and serial number of the employee receiving each book of tickets

(4) The original Citation Accountability Log form will be forwarded to Court Services Detail/Citation Accountability on or before the fifth working day of each month.

(5) Ticket book ATTCs and NOVs will be signed out only to the employee receiving the ticket book ATTCs or NOVs and the employee needs to ensure the following:

(a) The ticket book ATTCs or NOVs are issued in numerical sequence.

(b) The Citation Accountability Log form is cross-checked to ensure numerical sequencing.

(c) Name and serial number are neatly and legibly printed on all book covers at the time the ticket books are issued.

(d) Immediately upon signing out a ticket book of ATTCs and/or NOVs, the book covers will be placed in an interoffice envelope, and routed to the Information Desk for distribution to the Court Services Detail/Citation Accountability.

(e) Employees who sign an ATTC book cover will be held accountable for each ATTC in the book.

(f) Employees are not relieved of their responsibility for the ATTCs until all are accounted for in CMS or are returned for voiding or canceling.

(6) ATTC/NOV ticket books will not be left in the glove compartment or trunk of Department vehicles.

(7) Prior to leaving the Department or transferring to a detail where ATTCs are not utilized, employees will write a memorandum to their supervisor listing all unused ticket book ATTCs.

(a) Supervisors will then reissue those ticket book ATTCs to another officer, ensuring the original officer's serial number is placed on the front of the ATTC below the City logo.

(b) The officer's name and serial number who was reissued the ticket book ATTCs, along with a written effective date, will be listed on the memorandum.

2. C. (7) (c) The memorandum will be forwarded to Court Services Detail/Citation Accountability where it will be scanned into the Citation Reassignment Memos database and kept for two (2) years. Citation Accountability will update CMS with the receiving officer's serial number and listed issue date.

D. Specific Bureau/Unit Responsibilities

(1) Information Desk	• Will receive all completed ATTC/NOV book covers, and any ticket book ATTCs* from the precincts/bureaus through the inter-department mail system.
(2) Court Services Detail/Citation Accountability	• Pickup all ATTC/NOV book covers, and any ticket book ATTCs* from the Information Desk. ∗ Review any ticket book ATTCS that were forwarded to maintain business continuity and then forward the ATTCs to the appropriate entity (City Court Support Services, City Prosecutors Office, or the Court Liaison Detail for JCC delivery) • Forward, via inter office mail, all ticket book NOVs* to the Downtown Operations Unit/Parking Enforcement.
(3) Fiscal Management Bureau (FMB)	• When a Department employee is terminated, resigns, or transfers, FMB will change the employee's bureau and detail to TERM, resigned, or transferred in the Officer Personnel file in CMS.
(4) Computer Management System (CMS) Help Desk	• Assist Court Services Detail/Citation Accountability in correcting any system problems which might occur. • Process requests for changes to CMS.
(5) Policy Unit	• The Policy Unit will modify and publish changes made to policy and procedures deemed necessary as a result of changes made to CMS.
NOTE: *Only applicable when the FBR and RMS were offline for an extended period of time and the ticket book ATTC/NOV was forwarded to maintain business continuity	

E. Each bureau/precinct affected by this order will conduct an annual inspection to ensure they comply with the guidelines of this policy.

3. **COURT SERVICES DETAIL/CITATION ACCOUNTABILITY RESPONSIBILITIES**

A. The Court Services Detail/Citation Accountability has primary responsibility for the operation, maintenance, and quality control of the CMS system.

- The Court Services Detail/Citation Accountability will also assist the City Auditor during audits and ensure the Department is in full compliance with the statute dealing with the accountability of ticket book ATTCs.

B. Entering Voided, Dismissed, Cancelled, and Impounded Ticket Book ATTCs into CMS

- See the Court Services Detail/Citation Accountability bureau manual for procedures/ guidelines.

C. Maintenance of the CMS

(1) To facilitate the accountability of missing tickets, Court Services Detail/Citation Accountability will:

- Initiate or activate the recall of unused ATTCs when a format change occurs.
- Mail a quarterly list to administrative sergeants for distribution to supervisors whose officers have signed for ATTCs more than six (6) months old.
- Ensure the officer's supervisor accounts for each ticket and book cover, and returns that information to Court Services Detail/Citation Accountability.

3. C. (2) The following reports will be provided to Court Services Detail/Citation Accountability to aid in the general maintenance of CMS and to pinpoint problem areas and resolve identified problems:

(a) CMS Report-144 (Citation Book Error Report)	• This printout contains a list of all book covers that have been accepted and/or rejected by CMS due to an invalid officer serial number or a duplicate book cover number. ∗ These errors could be caused by illegible information on the cover or an error in data entry. ∗ Court Services Detail/Citation Accountability will verify and/or correct the information on the cover.
(b) CMS Report PUW142 (Incomplete ATTC Book Report)	• This quarterly report lists by officer name, serial number, division/bureau, and detail, all outstanding tickets that are more than six (6) months old. ∗ Information on this report will be sent to each officer's supervisor, who will account for all outstanding ticket book ATTCs. ∗ The information will be returned to Court Services Detail /Citation Accountability for final verification and action.
(c) CMS Report-142 (Unmatched ATTC Report)	• This printout contains a list of all ATTCs rejected by CMS if the book cover has not been received by Court Services Detail/Citation Accountability or the officer who signed for the ATTC did not sign the issued ATTCs. ∗ In these instances, after seven (7) days, Court Services Detail /Citation Accountability will ascertain which officer signed for the book of tickets. ∗ If the book cover has been lost, Court Services Detail /Citation Accountability will create a "dummy" book cover. ∗ When the book cover has entered the CMS, Court Services Detail/Citation Accountability will update the status code of ATTCs from the no-match list on the CMS Report 142 from **N** (not issued) to **C** (canceled). ∗ Court Services Detail/Citation Accountability will document each transaction where a book cover has been completed and provide this documentation to the auditors/inspectors upon request.
(d) CMS Report-5566 (Police Term Bureau Roster)	• This monthly report lists all terminated, retired, or resigned employees in the Officer Personnel File. • This report will be used to ensure all terminated, retired, or resigned employees who have outstanding ticket book ATTCs are known to Court Services Detail/Citation Accountability and the City Prosecutors Office 602-262-6469.

D. Book Cover Purging

(1) Court Services Detail/Citation Accountability will ensure final accountability has been completed on all ATTC book covers.

(2) The book covers will be retained by Court Services Detail/Citation Accountability for no less than two (2) years and will then be purged and disposed of according to current regulations.

(3) All ATTCs outstanding after 18 months will be recalled.

Last Organizational Review: